

# Complaint Handling Policy

Energy On - Simplifying Utilities

Date: July 2019



# Complaint Handling Policy

## Energy On's Commitment

### Energy On is committed to:

- recognising our customers and other interested parties on a customer's behalf (Complainant) have a right to raise a concern.
- resolving any issues customers may have with our products or services in an effective and respectful manner.
- ensuring that complainants are not adversely affected because of a complaint made by them or on their behalf.
- the continual improvement of our products and services.
- respecting our customers privacy and confidentiality of information.

### We demonstrate our commitment by:

- providing adequate resources, including appropriately trained and qualified personnel, to enable us to manage your complaints effectively.
- addressing each complaint in an equitable and unbiased manner to achieve a fair and reasonable outcome.
- responding quickly to complaints in a courteous and fair manner.
- endeavouring to resolve all concerns at the initial contact.
- keeping customers informed on the progress of their complaint (by telephone or in writing).
- advising customers of their right to escalate complaints to more senior staff within Energy On.

## What is a Complaint

As expressed in the Guidelines for complaint management in organisations, AS/NZS 10002:2014, a complaint is "Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required".

## Your right to Complain

Energy On adopts a customer-focused approach with respect to handling complaints and we are open to feedback. You may lodge a complaint with us at any time about any aspect of our services and, if you do, we are obliged to abide by this Policy.

A complaint may be about a specific aspect of our services or a number of aspects. Once you make a complaint in an appropriate manner, we will conduct a review of all aspects of the complaint.

Energy On acts in all dealings with its customers in a fair and balanced way and agrees to submit to the Ombudsman for resolution of a dispute if required. We have detailed at the end of this policy the contacts for each Ombudsman and it is important that you review their websites to identify if the complaint that you are making is one that is covered by their dispute resolution process.

The Regulatory Guidelines for Electrical Embedded Networks have their origin in the National Electricity Rules (NER). These rules currently apply in all states except Western Australia. Electrical Embedded Networks are further governed by the Australian Energy Market Operator (AEMO) and the Australian Energy Regulator and the

Essential Services Commission Vic (ESC) in Victoria. All Energy On managed sites fully comply with the regulations set out by these bodies.

For the day to day management of customer activity, Energy On fully complies with the requirements of the Energy Retail Code in Victoria and the AER and NER in other jurisdictions.

## Complaints Procedure

Please abide by the following procedures to ensure your complaint is handled effectively.

### The steps involved are as follows:

- You should first telephone Energy On on 1300 323 263. Team members receiving these enquiries are trained in the effective handling and resolution of complaints. If English is not your first language, you can speak to the Translating and Interpreting Service (TIS). You can contact the TIS directly on 131 450. This service is accessible anywhere in Australia at no cost.
- Alternatively, you may forward your complaint to us in writing. In this case it should be addressed to: Energy On PO Box 2624 Mt Waverley VIC 3149 or Email: [TheTeam@EnergyOn.com.au](mailto:TheTeam@EnergyOn.com.au)
- Energy On aims to resolve all written complaints promptly. All complaints will be acknowledged within five business days of submission together with an estimation of the time frame for resolving the complaint based on its complexity.
- If a complaint remains unresolved on the first contact (whether by phone or in writing), or beyond what you consider is a reasonable time:
  - o we will put a hold on any external collections or debt recovery action during the investigation of your complaint; and
  - o you may request that it be escalated to Energy On Management.
- All our customers have the right to contact the Energy & Water Ombudsman in their state at any time for independent advice and assistance. However, we hope that you would first contact us directly to allow us the opportunity to rectify any issues.
- If you contact the Ombudsman, Energy On will agree to abide by their decision.
- Note: if it is discovered on a review that:
  - o you have been undercharged as a result of any error by us, we may recover a maximum of 9 months' worth of charges without interest from the date you are notified and then offer you a payment plan to assist with paying any outstanding amount.
  - o you have been overcharged, we will inform you within 10 business days and repay that amount in accordance with your directions or if the amount is \$50 or less we will credit that amount to your next bill.

### If an Ombudsman scheme does not apply in your area, we will:

- Endeavour to resolve complaints directly but if, after a period of time, the complaint remains unresolved, you may request that the matter be referred for mediation to the Resolution Institute, or any successor body.
- If this occurs then both you and Energy On must agree to abide by the rules of the Institute, or successor body.

### If your complaint relates to some aspect of a bill issued to you, we will:

- request that you pay an outstanding amount only if it is the lesser of either a) the amount we both agree

is not in dispute or b) your average bill (not including any in dispute) over the last 12 months

- conduct a meter check or test upon request. We may request that you pay for this in advance but will reimburse you if the meter is found to be faulty or incorrect.
- adjust your bill if it is found to be incorrect.

**If your complaint relates to a payment plan or level of debt:**

- we will review any payment plan you have in place considering your average consumption over 12 months and any debt you have to ensure that the payment plan accurately reflects your circumstances and capacity to pay.
- we will ensure that you have a range of payment methods available such as payment in person, by telephone, by cheque, by direct debit or by Centrepay.
- we may, with your explicit consent, enter into a direct debit agreement with you. Such an agreement will be in writing and will specify the amount, initial date and frequency of the direct debits. If you subsequently require that we cancel such agreement, we will do so immediately upon receiving your request.
- We will provide you with information about any government funded energy rebates, concessions or relief schemes should you request it

**If at any time you advise us, or we determine that you are experiencing financial hardship, we will:**

- provide you with a copy of our Hardship Policy at no cost.
- put a hold on any external collections or debt recovery action.
- follow our Hardship Policy in managing your account.
- work with you and any financial counsellors or other advisors assisting you to manage your account effectively and reduce your energy use.

## Energy & Water Ombudsman Contacts

### Victoria

**Energy & Water Ombudsman Victoria**

Freecall: 1800 500 509

Freefax: 1800 500 549

Post: Reply Paid 469, Melbourne, VIC 8060

Email: [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au)

Website: [www.ewov.com.au](http://www.ewov.com.au)

### South Australia

**Energy & Water Ombudsman SA**

Freecall: 1800 665 565

Freefax: 1800 665 165

Post: GPO Box 2947, Adelaide, SA 5001

Complaint: [www.ewosa.com.au/submit-a-complaint](http://www.ewosa.com.au/submit-a-complaint)

Website: [www.ewosa.com.au](http://www.ewosa.com.au)

### New South Wales

**Energy & Water Ombudsman NSW**

Freecall: 1800 246 545

Freefax: 1800 812 291

Post: Reply Paid 86550, Sydney South, NSW 1234

Email: [complaints@ewon.com.au](mailto:complaints@ewon.com.au)

Website: [www.ewon.com.au](http://www.ewon.com.au)

### Queensland

**Energy & Water Ombudsman Queensland**

Freecall: 1800 662 837

Fax: 07) 3087 9477

Post: PO Box 3640, South Brisbane BC, Qld 4101

Email: [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au)

Website: [www.ewoq.com.au](http://www.ewoq.com.au)

## Policy Updates

Please note that this Policy may be updated from time to time to keep abreast of regulatory changes or common practice. All changes will be published on the Energy On website. This policy has been developed in accordance with the AS/NZS 10002:2014 Guidelines for complaint management in organisations.

## Document History

Version	Date	Author	Comment
1.0	March 2016	C. Hancock	Draft issued for consultation
1.1	October 2017	A. McMeekin	Content review and formatting update
1.2	February 2019	R. Di Noto	Review of content
2.0	July 2019	E. Buxton	Formatting updated